

Subject: [FWD: New message via your website, from brookingg@gmail.com]

From:

Date: 04/04/2017 02:44 PM

To: Alex.Palacios@securitasinc.com

FYI, let you team know please.

Aaron Aulenta

Urban Place Consulting Group

aaron@urbanplaceconsulting.com

----- Original Message -----

Subject: New message via your website, from brookingg@gmail.com

From: no-reply@parastorage.com

Date: Tue, April 04, 2017 11:57 am

To: aaron@urbanplaceconsulting.com

You have a new message:

Via: <https://www.figueroacorridor.org/>

Message Details:

Name Brook

Subject Appreciation of a community ambassador

Message I'm in Rustiq Cafe this morning, working. A young woman came in with a pile of papers, looked like a job application, sharing my long table with me. The cafe is not crowded. The longer she sat there, scratching and struggling with the task, my guess was she's struggling with drug addiction, trying to get clean, find a job. She hadn't bought anything, and the owner asked her - the energetic of the interaction was somewhat confrontational, she got defensive, the owner walked away annoyed. I felt somewhat frustrated - let the girl have a quiet place to try to do something good with her life!? A few minutes later some security guards walked in, though their jackets said "community ambassadors". Instead of power-tripping or shaming or being punitive with the girl, the guy connected with her. He talked to her as a friend, a peer, from the heart, asked what she was up to, if she was applying for jobs, invited her to talk more with him and his colleague outside about the organization he's with and maybe she'd be a good fit for them. It took a few minutes, but they all walked out together peacefully, and it really touched me. A little humanity goes a long way. I was so touched I asked the folks at the front who these community ambassadors were, and looked up your organization. It's an interesting model and I appreciate the approach and care I saw exhibited at least by the man who came into Rustiq cafe this morning. Its always a tough and for me tender issue dealing with visiting wealthy patrons and local struggling residents. I appreciated the grace I saw today, and hope your ambassadors really were able to help that woman out and not just kick her out. All the best.

Email brookingg@gmail.com

Sent on: 4 April, 2017

Thank you!